A115 - Training Plan Coversheet

System:	***Item Number:*** A115
Title: Training Plan	
RFP Reference: Section VI Part 3, T.1	
Date of Submission: • Draft submission is due 22 days before initial training class. • Final submission is due 10 days prior to the start of user training. • If approval of deliverable is contingent on incorporation of changes specified by CDCR, an updated submission incorporating the changes shall be provided within 10 days and prior to the start of user training. • Updates as needed following revisions.	
Distribution: • CDCR: 2 copies plus a magnetic media containing MS Office format. • V&V: 1 copy along with a magnetic media containing MS Office format copy	
Approval: CDCR written approval is required.	
Comment: Change pages may be delivered upon approval of changes to the requirements until the cumulative total number of change pages reaches 10% of the final submission, upon which the entire document shall be re-issued.	
Preparation Instructions: The Contractor shall provide this document according to the standards defined in the documentation plan. The deliverable(s) shall include at a minimum the contents of the template in and/or following this coversheet, or equivalent as determined by the Project Director or designee. Providing less information than required in the template or any exceptions shall not be allowed unless advance written permission is obtained from the Project Director or designee.	

TRAINING PLAN TEMPLATE

1.0   INTRODUCTION

1.1   Table of Contents

Provide the number, title and page number of each title, section, figure, table and appendix.

1.2   Background

Provide details and historical information specific to the product. Data may include a brief explanation of organizations involved in the product development and/or training effort; describe the general nature of the system; and how this system may interact with existing systems. This data is an introduction to the Purpose section.

1.3   Purpose/Goal

Identify the goals and objectives of this document. The primary goal of the Training Plan is to specify methods for developing and implementing a training program that is appropriate and effective for those who will use and support the system. The specific objectives of the Training Plan are to:

- Identify the tasks, resources, and cost necessary to accomplish the goals and objectives.

- Describe the methodology for developing training materials and how they will be presented.

- Specify the procedures to identify the physical site requirements, required hardware, software, and system environment(s).

- Identify the User Groups and their specific training program(s).

- Establish procedures to determine a training schedule.

- Ensure all aspects of the training process are identified and addressed for the Testers, Users, Administrators, and Help Desk Staff (both technical support and end-user application support). This will assure the appropriate staff members are adequately trained to operate the CDCR's product.

- Provide an assessment of the effectiveness of training conducted and a means to provide input to make future training more effective, efficient and meaningful to the users.

1.4   Scope

Describe the extent to which this document applies to the organization, projects, and individuals within the CDCR organization. The training plan focuses on these critical areas:

- The development of user documentation and training materials.

- The training of all end-users, support staff, administrators, Help Desk support staff, and future trainers.

- The delivery of a training program to ensure the content and quality of all training materials meets CDCR expectations.

- The support requirements to complete the training tasks. The training plan should cover in detail the requirements for preparing, scheduling and conducting training for CDCR staff.

1.5   Roles and Responsibilities

Identify the roles and responsibilities of all personnel and agencies involved in implementing this training plan. The identification shall include the following personnel, as a minimum:

- Project Managers (User Project Managers, Technical Project Managers, etc.)

- Software Project Managers (Staff coordinators, Team Leads, etc)

- Training Coordinators (TCs)

- Developers

- Analysts

- Users

2.0   GENERAL DESCRIPTION

2.1   Prerequisite Knowledge and Skills

Identify and define the knowledge and skills required to perform tasks associated with the training effort. The identification and definitions shall include the following, as applicable:

- List Appropriate Technical Skills/Background required for training

- List Appropriate Non-Technical Skills/Background required for training

2.2   Assessment/ Analysis of Knowledge and Skills

An assessment of the current levels of knowledge and skills will help determine the appropriate course of training. Describe the methods to be used to assess/analyze knowledge and skills of system users. Also, describe the process for analyzing the knowledge gap and how to best approach the training efforts.

2.3   Methodology for Knowledge Transfer

CDCR staff must be able to maintain and operate the delivered system. Identify and describe the methodology to be used to transfer the necessary knowledge from contractor and subcontractor staff to CDCR staff. The Technical Knowledge Transfer Plan shall be prepared as a separate document. See Deliverable A116 for required contents.

3.0   TRAINING STRATEGY

3.1   Identification of Training Requirements

Address the specific training curriculum necessary for CDCR staff to use and support the new system. Identify the individuals that will require training and describe the training requirements based on the knowledge and skills analysis in Section 2.

3.1.1 – Identification of Hardware/Software requirements

Describe the hardware and/or software requirements based on the identification of the training requirements.

3.2   Identification of Training Sources

Describe for each training requirement the training source that shall satisfy the requirements. This identification shall form the link between training requirements and training sources.

3.3   Training Development

Detail the necessary material to be developed in order to meet the training requirements as identified in Section 3.1. Training development shall include the following:

- Formal Classroom/Hands-On Training (Master Instruction/Lesson Plan, hands-on exercises to demonstrate skills learned, Train the Trainer, etc.)

- Technical Training for information technology staff in the design, construction, operation and support of the new system. Also training for Help Desk staff (both technical and end-user support).

- User Reference Materials (Quick Reference Guide, User Manual, System Administration Manual)

- OnLine Help

- Help Desk Guide

- System Administration Manual

- Any other applicable training tool (Video, Powerpoint presentation, flip charts, etc.)

3.4   Training Delivery

Describe the approach for delivering the identified training. This shall include the sequencing for delivery of training programs and identify the individuals responsible for providing training.

3.5   Training Evaluation

Describe the process, to include the use of tools such as a training evaluation form, for evaluating the quality and effectiveness of training. Include any plans for the preliminary evaluation of the training effort.

4.0   TRAINING RESOURCE REQUIREMENTS AND SCHEDULE

4.1   Training Program Cost

Detail the resources associated with implementing and maintaining the training program. Resources should be quantified in monetary and personnel years (PY) that are applicable to the CDCR's scheduling methods. All resource requirements associated with the training program should be included, such as knowledge and skills identification and assessment, training development/procurement, learning resource center materials, and all PYs necessary to manage and execute the program.

4.2   Schedule

Describe the schedule for executing this training plan, including a corresponding chart (Gantt is preferable). Furthermore, this schedule should include detailed information concerning the schedule for developing and revising training courses and the execution of training.

5.0   TRAINING SEQUENCING AND DELIVERY

Establish the interrelationships between various training activities and how training activities will be coordinated. Apply the details for the delivery of the training program that were provided in Section 3.4. and describe interrelationships with other training programs. The training delivery will be prioritized for all levels of the training process.

5.1   Product Training and Individual Training

Describe the integration of training objectives as well as the requirements for all training plans. (Training for Data Conversion, Acceptance Testing, etc.) Provide details and sequencing for the delivery methods for all training plans. Also, describe the integration with other training objectives as well as the requirements for any individual-level training plans. (Training for Trainers, Users, Support Staff, etc.)

5.2   Training environment

Describe the environment that will be provided for hands-on training. Include information on the equipment, executables, database, security access and other aspects necessary to provide hands-on training.

6.0   TRAINING EVALUATION

Describe the characteristics of training program metrics. This data may be gathered to assess the effectiveness of the training process and be applied to lessons learned exercises.

APPENDICES A-X

Appendices may be used to provide information published separately for convenience in document maintenance (e.g., charts, sensitive data). As applicable, each appendix shall be referenced in the main body of the document where the data would normally have been provided. Appendices shall be lettered alphabetically (A, B, etc.). This section shall also include an alphabetical listing of all acronyms, abbreviations, and

their meanings as used in this document. The contractor should use as many appendices as is reasonable and makes sense for the deliverable.